

Clinics

Day	BOOK ON DAY	PRE-BOOKABLE
Monday	Dr Eames 7.00 - 11.00 Nurse Vicky 9:10 - 12:40 Nurse Karen 9.10 - 12.20	Dr Duggan 9.30 - 12:30 Nurse Karen 2:00 - 4:30 Nurse Vicky 1:10 - 3:00 Doctor 3.00 - 5.30
Tuesday	Doctor 9.30 -12.00 Nurse Karen 9:10 - 12:20 Nurse Vicky 9:10 -12:40 Nurse Claire 12:00 - 3:00	Phlebotmist 10.30 - 11.55 Dr Duggan 9:30 - 12:30 Nurse Vicky 1:10 - 3:00 Doctor 3:00 - 5:30 Nurse Karen 3:30 - 5:30
Wednesday	Nurse Karen 9:10 - 12:20 Doctor 9:30 - 12:00 Child Immunisations 2:00 - 3:00	Dr Duggan 9:30 - 12:30 Midwife 10:00 - 12:00 Midwife 2.00 - 3.00 Dr Eames 2:00 - 5:00 Nurse Karen 3:30 - 5:30
Thursday	Dr Eames 7.00 - 11.00 Nurse Karen 9.10 - 12:20 Nurse Vicky 9:10 - 12:40	Nurse Vicky 1:10 - 3:00 Nurse Karen 2:00 - 4:30 Dr Duggan 2:00 - 6.00
Friday	Doctor 9:30 - 12:00 Nurse Karen 9:10 - 12:20	Phlebotmist 11:15 -12:45 Doctor 3:00 - 5:30

Subject to change - see website for up-to-date details

Emergency Appointments

There will be appointments that can be booked on the day with both the Doctor and the Specialist Nurse. Please telephone the Surgery as soon as possible on the day if you feel an appointment is of an urgent nature.

Routine Appointments

Can be booked up to 4 weeks in advance

Extended Hours

Monday and Thursday from 7 – 8am and on the first Saturday of the month. See website or ask reception for details.

Please Note

Dr Duggan is present in the Practice all week and deals with extra appointments as required.

Location



Manor House Surgery
Emperors Gate
Stevenage
Hertfordshire
SG2 7QX

Surgery Telephone:
01438 742639 from 8am - 6.30pm

Emergencies Out of Hours:
03000 333333

NHS Direct:
0845 4647

Website address:
www.manorhouse-surgery.org.uk

Dr Michael Duggan M.B.B.Chir (Cantab), L.R.C.P., M.R.C.S.,
L.M.S.S.A., (Lond), B.Sc. (Hons), PG.C.E., B.Sc

GP's
Dr M Duggan, Dr J Eames, Dr D O'Flynn

Practice Manager
Sandra Copping

Nurse Practitioners
Mrs K Smith, Mrs V Pearse

Receptionist/Secretary
Shirley Fogden

Receptionists
Sandra Sapsford, Julie Bull,
Christine Kipping

W
K
N
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E
M

**Manor
House
Surgery**

**YOUR HEALTH IS OUR
PRIME CONCERN**

Practice Charter

The Manor House Surgery Patients Charter is displayed on the Practice Notice Board.

Practice Policy

We hope to provide the highest standards of health care for our patients. We recognize that we are a multi-cultural society and appreciate diversity among our patients. We welcome the input of our patient liaison group. Our aim is to promote good health through the professionalism of our primary healthcare team.

Area Covered by this Practice

We accept patients from Stevenage and the surrounding villages, and close relatives of other registered patients.

Joining the Practice

Please complete a GMS1 form and questionnaire at Reception. We also need to have your NHS number and may need proof of identity i.e. recent utility bill, passport etc. We adhere to all equalities legislation and do not discriminate on any grounds.

Advice on Childhood Problems

If you are concerned about your child, we will see them at the surgery on the same day where necessary.

It is wise to keep a supply of children's Paracetamol, (Calpol) and/or Children's Nurofen. Infections can cause fever. Most cases are due to viral infection, which usually recover in a few days. Antibiotics will not help viral diseases. Treat children with Paracetamol or Nurofen following the instructions on the bottle. If your child is alert, showing interest and is attentive, you can generally continue to treat them until they recover. If your child is sleepy, not responsive, takes little notice of their surroundings, in pain or continues vomiting, they should be seen by a doctor.

Additional measures to cool a child include using a fan, light clothing and sponging with tepid (not cold) water, as well as an adequate fluid intake.

Specialist Nurses in General Practice

Our Prescribing Nurse Practitioners are especially qualified to see, assess and treat patients in their own right. If necessary they refer patients to the GP for appropriate treatment. This enables many more patients to be dealt with by the GP and is an alternative way to see the GP if their appointments are full.

Clinics – (Ring to make an appointment)

As well as normal surgeries the following clinics are also available.

Antenatal Clinic

These clinics are held on a Wednesday morning and afternoon and are attended by the midwife and doctor if required.

Infertility

Dr Duggan has experience in treating infertility.

Asthma Clinic

These clinics are undertaken by the specialist nurses.

Phlebotomy Clinic

For blood tests on a Tuesday or Friday please contact the surgery for an appointment. Tuesday 10:30 – 12:00 Friday 11:15 – 12:45

ONLINE SERVICES

www.manorhouse-surgery.org.uk

You can now access a number of services online like ordering repeat prescriptions and changing your contact details.

Please ask at reception for your user name and password. You may be required to provide proof of identity.

Diabetes Clinic

These clinics are undertaken by the specialist nurses.

Child Immunisation Clinic

These clinics are held on Wednesday from 2.00-3.00pm and are attended by paediatric nurse specialists and the vaccine nurse. The clinic provides an opportunity for:

- New parents to ask questions in an informal atmosphere.
- The vaccine programme to be administered.
- Any other paediatric problems to be 'ironed out'.
- New parents to meet other new parents.

Baby 6-Week checks and Post Nats

Appointments should be booked with the doctor allowing 20minutes each for mother and baby.

Minor Surgery & Cryotherapy

This can be booked following a consultation with the doctor.

Well Person Clinic

Coronary Risk clinics and Well Person clinics are undertaken by the specialist nurses. They also run clinics for family planning, menopausal and HRT problems.

Travel/Holiday Immunisations

These are undertaken by the nurse specialist or the practice nurse.

Wheelchairs

Manor House Surgery has wheelchair access at the front and rear of the building.

How do I Obtain Test Results?

If you have to have blood, urine or other investigations undertaken, you may telephone the surgery for the test results, but please remember:- Results will only be given to the specific patient to whom they apply.

Requests should be made between 11.00am and 3.00pm. You will need to know the specific test results that you require. Some tests take longer than others to process.

Receptionists do not have medical knowledge. They are instructed only to tell you whether the tests normal. If any test is abnormal or you require further interpretation then please refer to your doctor.

Confidentiality

All consultations, correspondence and prescription requests are dealt with in complete confidence.

Complaints

We aim to offer our patients the highest standard of care. However, if you would like to complain, in the first instance, please contact the practice manager at the surgery. Our practice complaints procedure is part of the NHS system for dealing with complaints and meets the relevant national criteria.

Carers

If you are a carer for someone, please make yourself known to the office staff as we have a list of Carers, so that we may assist you.

Out of Hours: CALL HERTS URGENT CARE 03000 333333

Or contact the surgery on 01438 742639 (after 6.30 pm weekdays and during weekends and bank holidays) where you will be given the same number. For 24 hour advice and information patients can also phone NHS DIRECT 0845 4647.

Meningitis (in babies)

If you are concerned regarding Meningitis symptoms. (All symptoms may not occur at the same time). Fever, possibly with hands and feet feeling cold. Neck extension with arching of the back. High pitched moaning cry or whimpering. Dislike of being handled and fretful. Refusing feeds or vomiting. Blank or staring expression. Child is difficult to wake, lethargic. Pale, blotchy complexion or rash which does not blanch when pressure applied. Please call the 24 hour Meningitis Trust support line 0845 753 81 18.

MMR (Measles, Mumps, Rubella) vaccination:-

Protects against these diseases. This practice follows the Government Chief Medical Officer's advice that the MMR vaccine is both safe and effective. We do not advocate single vaccines because they can be unreliable.

Adult Vaccination and Travel Immunization

We promote preventative medicine and encourage patients to have up to date immunity. Our practice nurses advise about travel and give appropriate vaccines, as advised by the Travax travel advice website www.travax.nhs.uk or MASTA advice line, Tel: 09068 224100.

Tetanus

We recommend that adults should have booster vaccinations every 10 years. If you have never had a tetanus injection, it is important for you to have a course of three injections to provide immunity.

Polio

It is important that patients under 40 (or older, if travelling abroad) have polio immunization up to date. It is recommended that an oral booster dose be administered every five years.

Rubella

Women thinking of pregnancy should check immunity to German measles (Rubella) before becoming pregnant. The result may indicate that a Rubella vaccination is advisable.

Influenza

Vaccination is offered completely free to our patients in October every year. It is recommended for high risk patients, e.g., the elderly, heart or chest disease patients, asthmatics, immunosuppressed, diabetics or those who work in communal institutions or nursing homes.